



Contract

Between
maison d'être holidays Ltd,
[registered UK office]
123 St Vincent St., Glasgow G2 5AE
Tel: +33 4 90 90 97 83 Mob: +33 6 13 75 40 20
e-mail mail@maisondetreolidays.com

and (please provide the following information)

*Name: _____

*Address: _____

*Town: _____

*Post/zip code: _____

*Country: _____

*Telephone (main): _____

(alternative): _____

E-mail: _____

Other Useful Information

Other members of your party

Names: _____

Emergency contact:

Please provide the details of someone that you
would wish us to contact in an emergency:

Name: _____

Telephone: _____

Rental Details

Property:

(a full description of the property is available on our web site – www.maisondetreolidays.com)

Address: Mas des Grand' Terres, Rognonas 13870, France

Rental Period:

Price: of which, 25% deposit: 75% balance:

(deposit to be paid to secure reservation at time of booking, balance due 8 weeks before holiday begins,
see terms and conditions attached)

Terms and Conditions

The terms and conditions included in this document form part of this contract and are binding upon both parties to it.

This contract of five pages should be signed and returned within 8 days of receipt by email, or by post.

I agree to the terms and conditions contained in this document.

*Signed:

*Name: *Date:

* denotes information essential to the contract



Payment

Payment can be made in one of three ways; cheque (or bank draft), bank transfer or PayPal.

By Cheque

Please send cheques (or bank drafts) to the following address:

1 Impasse des Grand' Terres
Rognonas 13870
France

Cheques or bank drafts in all currencies except Euros (Sterling, Dollars etc.), please make payable to: *maison d'être holidays* Ltd.

Cheques in Euros, please make payable to: MDE France SARL

PayPal

If you wish to pay by PayPal, then please let us know and we'll send a payment request. Note that we will require an additional 4% charge to cover the charges that PayPal makes us for this service.

Bank Transfers

For payment in Euros from outside France:
Account Name: Maison d'etre Holidays Ltd
Bank of Scotland, 167-201 Argyle St, Glasgow
Sort Code: 80-11-80
Account no: 35461001
Swift BIC: BOFSGBS1EUG
IBAN: GB78BQFS80200635461001

For payment in UK Sterling:
Account Name: Maison d'etre Holidays Ltd
Bank of Scotland, 167-201 Argyle St, Glasgow
Sort Code: 80-11-80
Account no: 00878598
Swift BIC: BOFSGB21009
IBAN: GB80BOFS80118000878598

For payment from a French account:
Account Name: SARL MDE France
Caisse d'Epargne, bd de l'Ancienne Marché, 13870
Rognonas France
Bank Code: 11315, Branch: 00241
Account no: 08003287619, RIB key: 67
IBAN: FR76 1131 5000 0108 0032 8761 967
BIC: CEPAFRPP131
Please choose the option of shared bank charges.

Arrival and Departure Times

Your accommodation will be available from 4pm on the first day.

If you will be arriving earlier, please let us know and we will try to have everything ready for you as early as we can. If your accommodation is not quite ready when you arrive, you are welcome to either drop off your luggage while you go for lunch or some shopping, or to use the pool until we are ready for you.

If you expect to arrive late, please let us know in order that any appropriate arrangements for letting you in may be made.

And if you are delayed, if possible, please telephone us to keep us informed.

We ask you to be out of the house by around 10am on the day of your departure. (We're happy for you to use the pool and outdoor areas for a little while longer if that helps).



Getting Here

Our address is:

1 Impasse des Grand' Terres, 13870 Rognonas

+33 4 90 90 97 83

From Most Directions

From the Channel ports in the North via Lyon or from the airports of Nice and Marseille - the quickest way to get to us is by autoroute (motorway/interstate). Avignon is on the A7 autoroute about 250km south of Lyon and 80km north of Marseille.

From Marseille Airport

As you leave the airport, follow signs for the motorway and for Salon. When you reach the motorway, you need to head for Lyon and Salon and stay on the motorway going north until you reach junction 24 (Avignon Sud and Chateaurenard). From the autoroute follow the directions below.

From the Autoroute

Leave the autoroute at the junction for Avignon Sud and Chateaurenard (junction 24). As you drive away from the autoroute tollbooth, follow signs straight on for Chateaurenard (NOT AVIGNON), immediately crossing the River Durance on a long bridge. On the far side of the bridge, turn right, continuing toward Chateaurenard.

As you reach the outskirts of Chateaurenard, at the roundabout with the Lidl supermarket on the right, bear right following signs to Avignon, through the commercial district. Continue straight on, through the traffic lights at the Intermarché until you merge with another road from your left and approach a roundabout with a pair of gates at its centre. Take the first exit (signposted to Rognonas).

At the next small roundabout, go straight on and at the next big roundabout, take the first right, following signs towards Rognonas. Turn left after about 100m (signposted for Rognonas). Follow the road through the village until you come to a T-junction with a main road. Turn left towards Graveson, Tarascon and Arles and look for the Renault garage on the right hand side.

Take the first right immediately after the Renault garage (it's a sharp turn down a small track). Mas des Grand' Terres is the second (and last) house on the left. Park in front of the house.

From Nîmes Airport

On leaving the airport, follow signs for Beaucaire and Tarascon.

In Beaucaire, keep following signs for Tarascon. You'll find yourself running alongside the Canal du Midi before crossing the Rhône to Tarascon.

As you reach the other side of the bridge, when you see the castle on the left, take the left filter and keep following signs towards Avignon as they lead you around the town.

At the edge of town, as you pass through a strange concrete gate, and reach a small roundabout take the first exit - effectively straight on. Drive out of town following Graveson signs.

Reaching Graveson, stay on the main road and follow signs for Rognonas.

On arriving in the village, as soon as you pass the Rognonas sign, slow down and you will see a big red advertising hoarding with an advert for Auchan on the right hand side and a big house on the left. You need to turn sharp left just after the house, directly opposite the hoarding. It's a sharp turn down a small track and easy to miss. So if you pass the Renault garage on the left, you'll need to turn round (which you can do in front of the Renault garage) and turn first right immediately after the Renault garage.

We are the second (and last) house on the left. Park in front of the house.

From Avignon TGV Station

On leaving the TGV station bear right, following signs for the Rocade Sud, Arles and Marseille. You'll go over a flyover onto a dual carriageway. Continue straight on in the right hand lane, through one roundabout and at the second take a right following signs for Arles and Rognonas.

Crossing the River Durance and passing through another roundabout always following the Rognonas signs, you'll soon arrive in our village. A long straight road runs into the centre. When you reach a set of traffic lights, bend right in the direction of Arles, Beaucaire and Tarascon and stay on this road until you see a Renault garage on the right. Take the first right immediately after the Renault garage (a sharp turn down a small track) and we are the second house on the left. Park in front of the house.

From the Avignon Central Station / central Avignon

From in front of the station, follow signs for Arles, Tarascon and Beaucaire onto the ring round the walls of the old town. Take the next right (again signposted for Arles etc). Continue straight on out of town, following Arles etc. After 5/10 minutes, you'll come to a large roundabout with traffic lights. This is Avignon's outer ring road, the "Rocade". Go straight across and on through the next roundabout until you come to the bridge over the Durance. Then follow the directions in the paragraph above.



Terms and Conditions page 1 of 2

These are the terms and conditions of the contract between *maison d'être holidays* ltd and its guests. It is extremely important that these terms and conditions are understood and observed by each member of a party booking accommodation with *maison d'être holidays* ltd. It is the responsibility of the lead client for each booking (the person who makes the booking) to ensure that each member of their party does this.

1. Legal Status

maison d'être holidays ltd is registered in Scotland at 123 St Vincent Street, Glasgow G2 5EA, registration number SC2 10899.

2. Premises

maison d'être holidays ltd provides holiday accommodation at Mas des Grand' Terres, 1 Impasse des Grand' Terres, Rognonas 13870, France.

3. Contract

The contract is between *maison d'être holidays* ltd and the individual making the booking (the lead client). When the booking is made, it is deemed that the lead client will (a) have read all of the web site, (b) agrees with the terms and conditions under which the holiday is offered, (c) takes responsibility for ensuring that each member of their party is aware of these terms and conditions and (d) is personally responsible for payment of the full balance of the accommodation rental price by the time that it is due (see below).

This contract exists under the terms of Scots Law and both parties shall submit to the jurisdiction of the Scottish courts.

4. Price

Prices are given in euros.

maison d'être holidays limited reserves the right to change prices from those advertised. In such circumstances *maison d'être holidays limited* will make clear the new price at the point at which the booking is made.

5. Included (and not included) in Price

The accommodation rental price includes

- Accommodation as described on the website www.maisondetreholidays.com
- Bed linen, bedding and towels (hand and bath) - changed weekly. **Please note that we do not supply pool towels and would be grateful if you would bring your own.**
- Use of pool and grounds

The accommodation rental price does not include transport to and from Provence or travel insurance.

6. Payment

Payments may be made by cheque to *maison d'être holidays* ltd, by bank transfer or by paypal. In each case, the client is required to bear any costs associated with the chosen method of payment.

7. Reservations

Upon receipt of written confirmation from the client that he or she wishes to reserve the accommodation for a specified period, the dates will be held for 5 working days to allow for receipt of the relevant deposit.

8. Deposit

To reserve the accommodation, a deposit must be paid at the time of booking. The deposit is 25% of the total rental price.

9. Late Booking

If a booking is made within 8 weeks of the holiday's commencement, the full price must be paid at the time of booking.

10. Payment of Balance

The balance of the accommodation rental price will be confirmed at the time of payment of the deposit and must be paid in full by 8 weeks before the date of commencement of the holiday. Failure to pay the balance in full may result in the loss of the booking.

A security deposit of 150€ must be provided on arrival, preferably in the form of a cheque and will be returned within 15 days of your departure, provided that the property is left clean and in good condition.

11. Cancellation

The person who made the booking is the only person authorised to make a cancellation on behalf of a party.

Your deposit cannot be refunded unless we are able to resell the period in question. If we do not succeed in doing so, your deposit may be carried over against a booking at a later available date.

If you have paid the full cost of the holiday rental, we will refund your payment only if we are able to resell the period in question.

maison d'être holidays ltd reserves the right to cancel a reservation in any circumstances. However, it is expected that a cancellation within 8 weeks of the start of the holiday will only occur as a result of a client failing to pay the balance of a holiday or due to "force majeure" - see below. In any circumstance other than a client's failure to pay, clients will be offered the choice of a full refund or an alternative available holiday with us.

12. Insurance

We strongly recommend that you obtain holiday insurance, particularly to cover the risk of cancellation.

**Terms and Conditions, page 2 of 2****13. Alterations to Holidays**

Wherever possible, we will attempt to accommodate clients' requests for alterations to bookings, but these will only be accommodated subject to availability.

It is unlikely that we will have to make changes to your holiday. However, this information is prepared many months in advance and *maison d'être holidays* Ltd reserves the right to make changes at any time. Such changes are likely to be minor and clients will be advised of such changes at the earliest possible opportunity. Should a major change occur, the following alternatives will be offered:

- Accepting the change offered
- Taking a holiday with us at an alternative date
- Full refund

14. Force Majeure

For the purposes of cancellation or alteration by *maison d'être holidays* Ltd, "force majeure" is any event which we could not, even with all due care, foresee or avoid, including serious damage to our property, war, political unrest, extreme weather, acts of God, epidemics, riots, civil strife, strikes, industrial disputes, terrorist activity, natural/technical disasters and closure of ports/airports.

15. Accommodation

The accommodation is as specified on our web site. *maison d'être holidays* Ltd is satisfied that the property is safe and suited to the purpose for which it is advertised. Clients' dislike of their accommodation on grounds of size or taste cannot be accepted as grounds for compensation.

16. Arrivals and Departures

On the day of your arrival, the property cannot be accessed before 4pm. To ensure adequate time for preparation of rooms for arriving guests, departing guests are asked to leave by 10am on the day of their departure

17. Cleaning

The property will be clean and tidy on arrival and it is the client's responsibility to ensure that it is left in the same condition at the end of the holiday. Failure to do so may result in loss of the client's deposit. Please contact us if you would prefer that we clean the property on your departure.

18. Swimming Pool

The swimming pool at Mas des Grand' Terres is unsupervised and used entirely at your own discretion and risk. The pool is fitted with an electrically operated security cover, which meets French legal requirements. Guests are responsible for opening and closing the cover when they use the pool and will be shown how to do so on arrival.

19. Lost Property

We will endeavour to return any item of lost property found after your departure. Clients will be asked to meet postage or transportation costs. *maison d'être holidays* Ltd cannot take responsibility for items that are not found or are returned in a damaged state.

20. Published Information

All information as to accommodation and prices has been carefully scrutinised to ensure that it is correct and given in good faith. Clients should however be aware that changes outside our control might occur between publication of this information and the date of arrival. Information that is inadvertently incorrect cannot be accepted as grounds for compensation

21. Your Responsibilities

Please respect our property and take care not to damage any of the furniture or equipment at your disposition. If damage does occur, please notify us immediately so that we can repair or replace the item in question.

maison d'être holidays Ltd has no control over the behaviour of persons staying at, or visiting, our holiday accommodation and is not responsible for any withdrawal or impairment of facilities or other loss or damage caused by them. Guests are liable for any loss, damage or injury resulting from their own negligent actions, including any sums that may become due to the next occupants of the property, if the damage results in a reduction in their enjoyment of the property.

22. Complaints

Complaints concerning any aspect of a *maison d'être holiday* will be treated with the utmost seriousness and *maison d'être holidays* Ltd will work hard to resolve the matter quickly. As a first step, any complaint relating to the standard of the holidays as outlined in publicity material must be made immediately, during the course of the holiday to the property owners on site. You will be given a record of your complaint and the staff will attempt to take action to remedy your situation instantly.

Complaints concerning the service provided during the holiday received after your return from holiday will not be accepted unless these actions have been taken during your holiday.

23. Disputes

In the unlikely result that any dispute arising out of a *maison d'être holiday* cannot be amicably resolved, *maison d'être holidays* Ltd reserve the right to refer the dispute to mediation or arbitration prior to further legal action.

END OF TERMS AND CONDITIONS